108.   Measurement
Average Delay Days for SWBT Missed Due Dates

Definition:

The average delay days caused by SWBT to complete collocation facilities.

Exclusions:

None

Business Rules:

See Measurement No. 107

Levels of Disaggregation:

Physical,
- Caged
- Shared Caged
- Caged Common
- Cageless
- Adjacent On-site
- Adjacent Off-site
- Augments to Physical Collocation Virtual
- Augments to Virtual.

Calculation:	**Report Structure:**
Σ(Date collocation work completed – collocation due date) ÷ total number of SWBT caused missed collocation projects	Reported for individual CLEC and all CLECs by active and non-active as defined in the tariff, and SWB affiliate as appropriate.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

10% of the tariffed intervals. Critical z-value does not apply.

109.   Measurement

Percent of Requests Processed Within the Tariffed Timelines

Definition:

The percent of requests for collocation facilities processed within the Tariffed timelines, or no space available notification.

Exclusions:

Excludes Weekends & Holidays.

Business Rules:

The clock starts when SWBT (ICSC) receives the application. The clock stops when SWBT responds back to the application request with a quote, or no space available notification.

Levels of Disaggregation:

Physical,
- Caged
- Shared Caged
- Caged Common
- Cageless
- Adjacent On-site
- Adjacent Off-site
- Augments to Physical Collocation
- Virtual
- Augments to Virtual.
.

Calculation:	Report Structure:
(count of number of requests processed within the tariff timeline ÷ total number of requests) * 100	Reported for individual CLEC and all CLECs, or SWB affiliate as appropriate.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

90% within the tariff timeline. Critical z-value does not apply.

110.   Measurement

Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs

Definition:
The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory change only and within 72 hours of the completion date on the provisioning service order where a provisioning order is required.

Exclusions:
Excludes Weekends and Holidays.

Business Rules:
The date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For directory changes that also have a provisioning order, the clock starts when the provisioning order completes and ends when the listing is updated. The update clerks work hours are 6:30 a.m. to 3:00 p.m. Monday through Friday. On requests received after 3:00 p.m. the clock will start at 6:30 a.m. the following day.

Levels of Disaggregation:
None

Calculation:	**Report Structure:**
(Count of updates completed within 72 hours ÷ total updates) * 100	Reported by CLEC and all CLECs for facility based providers.

Measurement Type:
Tier 1 – Low Tier 2 – None

Benchmark:
95% updated within 72 hours. Critical z-value does not apply.

111. Measurement

Average Update Interval for DA Database for Facility Based CLECs

Definition:

The average update interval for DA database changes for facility based CLECs.

Exclusions:

None

Business Rules:

See Measurement No. 110

Levels of Disaggregation:

None

Calculation:	Report Structure:
$\sum$ (8:00 a.m. of the day following the input into the LSS database – Time update received from CLEC) $\div$ total updates	Reported by CLEC and all CLECs for facility based providers.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

36 Hours. The critical z-test does apply. This benchmark will be re-evaluated in 6 months.

112.   Measurement

Percentage DA Database Accuracy For Manual Updates

Definition:

The percentage of DA records that were updated by SWBT in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly.

Exclusions:

None

Business Rules:

See Measurement No. 110

Levels of Disaggregation:

None

Calculation:	Report Structure:
(Number of SWBT caused update errors ÷ Total number of updates) *100	Reported by CLEC and all CLECs for facility based providers.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

97% Critical z-value does not apply.

113.   Measurement

Percentage of Electronic Updates that Flow Through the DSR process Without Manual

Intervention

Definition:

Percentage of DSRs from entry to distribution that progress through SWBT ordering systems to ALPS/LIRA.

Exclusions:

Rejected DSRs due to CLEC error.

Business Rules:

The number of DSRs, that flow through SWBT's ordering systems and are passed to ALPS/LIRA without manual intervention, divided by the total number of DSRs issued within the reporting period.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(Number of DSRs that flow through to ALPS/LIRA ÷ Total DSRs) * 100	CLEC and All CLECs.

Measurement Type:

Tier 1 – Low

Tier 2 – None

Benchmark:

97% Critical z-value applies.

COORDINATED CONVERSIONS

114. Measurement
Percentage of Premature Disconnects for CHC/FDT LNP with Loop Lines.
Definition:
Percentage of CHC/FDT LNP with Loop Lines where SWBT disconnects the customer (e.g. switch translations and/or the cross connect is removed) prior to the scheduled start time.
Exclusions:
• CHC/FDT LNP with Loop Lines where the CLEC requests that the cut-over begin prior to the scheduled time.
• Change of the Due Date by the CLEC less than four business hours prior to the scheduled Date/Time
Business Rules:
A premature disconnect occurs any time SWBT begins the cut-over more than 10 minutes prior to the scheduled start time.
Levels of Disaggregation:
• Coordinated Hot Cuts (CHC) – LNP with Loop
• Frame Due Time (FDT) – LNP with Loop

Calculation:	Report Structure:
(Count of prematurely disconnected CHC/FDT LNP with Loop Lines ÷ total CHC/FDT LNP with Loop Lines) * 100	Reported by CLEC and all CLECs.

Measurement Type:
Tier 1 – High Tier 2 – High
Benchmark:
≤2% premature disconnects Critical z-value does not apply.

114.1 Measurement (Complete Revision)

CHC/FDT LNP with Loop Provisioning Interval.

Definition:

The % of CHC/FDT LNP with Loop Lines completed by SWBT within the established provisioning intervals.

Exclusions:

- CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date).
- CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow SWBT the opportunity to complete CHC/FDT LNP with Loop within the designated interval.
- IDLC (pair gain systems) identified on or before the due date.

Business Rules:

The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC) and on the frame due time for frame due time (FDT). For CHC orders, the clock starts when the CLEC calls the SWBT LOC to start the conversion, and ends when the SWBT technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the SWBT technician completes the cross connect to the CLEC facilities. This measurement only includes Coordinated Hot Cuts and Frame Due Time with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.

Levels of Disaggregation:

CHC
   LNP with loop
   - < 10 lines
   - 10-24 lines
   FDT
    LNP with loop
   - < 10 lines
   - 10-24 lines

Calculation:	Report Structure:
Total CHC/FDT LNP with Loop Lines within the designated interval ÷ total CHC/FDT LNP with Loop lines.	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

This measurement will be diagnostic for the next six months as addressed in the joint SWBT and AT&T recommendation.

115. Measurement

Percent Provisioning Trouble Reports (PTR)

Definition:

Measures the percent of CHC/FDT circuits for which the CLEC submits a trouble report on the day of conversion, or before noon on the next business day.

Exclusions:

- Reports for which the trouble is attributable to the SWBT network (unless SWBT had knowledge of the trouble prior to the due date
- IDLC (pair gain systems) identified on or before the due date.

Business Rules:

The percent of CHC/FDT circuits for which the CLEC submits a trouble report on the day of conversion, or before noon on the next business day.

PMs 55.2, 56.1, 58, 91 and 99 will include the PTRs that extend past the original due date in the calculation as appropriate.

PMs 59, 69, and 98 will exclude PTRs from the calculation.

Levels of Disaggregation:

- CHC and FDT

Calculation:	Report Structure:
(Count of CHC/FDT circuits for which the CLEC submits a trouble report on or before noon on the next business day after conversion÷ total # of CHC/FDT circuits converted.	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

This measurement will be diagnostic for the next six months as addressed in the joint SWBT and AT&T recommendation.

115.1   Measurement (New Measure)

Mean Time To Restore – Provisioning Trouble Report (PTR)

Definition:

Average duration of the outage from the receipt of the PTR to the time it is cleared.

Exclusions:

- Excludes Non-measured reports (CPE, Interexchange, and Information reports.)
- Excludes no access to the end user's location.

Business Rules:

The start time is when the report is received. The stop time is when the report is cleared.

Levels of Disaggregation:

- CHC and FDT

Calculation:	Report Structure:
Σ[(Date and time PTR is closed with the customer) - (date and time PTR is received)] ÷ total PTRs.	Reported by CLEC, all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic
.

NXX

117. Measurement

Percent NXXs loaded and tested by the LERG effective date

Definition:
Measures the percent of NXX(s) loaded and tested in the end office and/or tandem switches by the LERG effective date

Exclusions:
• None

Business Rules:
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s) where an appropriate point of interconnection was not established prior to the LERG effective date. Data for additional NXXs in the local calling area will be based on the LERG effective date.

Levels of Disaggregation:
• By Market Region

Calculation:	**Report Structure:**
(Total count of NXXs loaded and tested by LERG date, or interconnection date ÷ total NXXs loaded and tested) * 100	Reported by CLEC, all CLECs and SWBT.

Measurement Type:
Tier 1 – High Tier 2 – High

Benchmark:
Parity

118. Measurement

Average Delay Days for NXX Loading and Testing

Definition:

Average calendar days from due date to completion date on company missed NXX orders.

Exclusions:

- None

Business Rules:

See Measurement No. 117

Levels of Disaggregation:

- By Market Region

Calculation:	Report Structure:
Σ(Completion Date – LERG date or interconnection date) ÷ (number of SWBT caused late orders)	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

Parity

PM 119 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

BONA FIDE/SPECIAL REQUEST PROCESS (BFRs)

120. Measurement

Percentage of Requests Processed Within 30 Business Days

Definition:
Percentage of Bona fide/Special requests processed and preliminary analysis provided to the customer within 30 business days of receipt of BFR.

Exclusions:
Excludes weekends and holidays.

Business Rules:
The clock starts when SWBT receives the application. The clock stops when SWBT responds with the preliminary analysis.

Levels of Disaggregation:
• None

Calculation:	Report Structure:
(Count of number of requests processed within 30 days ÷ total number of requests) * 100	Reported by CLEC, all CLECs, and SWBT affiliate.

Measurement Type:
Tier 1 – None Tier 2 – None

Benchmark:
90% within 30 business days. Critical z-value does not apply.

121. Measurement

Percentage of Quotes Provided for Authorized BFRs/Special Requests Within X (10,30,90) Days

Definition:

Percentage of quotes provided in response to bona fide/Special requests for within X (10,30,90) days.

Exclusions:

Requests that are subject to pending arbitration.

Business Rules:

The clock starts when SWBT receives the application. The clock stops when SWBT responds back to the application request with a quote.

Levels of Disaggregation:

- New Network Elements that are operational at the time of the request.
- New Network Elements that are ordered by the FCC.
- New Network Elements that are not operational at the time of the Request.

Calculation:	Report Structure:
(Count of number of requests processed within X (10, 30, 90) days ÷ total number (10, 30, 90 Days) of requests) * 100	Reported by CLEC, all CLECs and SWBT affiliate..

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

90% within 10, 30, 90 business days.
- Network Elements that are operational at the time of the request – 10 days
- Network Elements that are Ordered by the FCC– 30 days
- New Network Elements 90 days

PM 122 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

123. Measurement (New Measure)

Percent of Timely and Compliant Change Management Notices

Definition:

The percent of timely and compliant change management notices (as specified in the current Change Management Process (CMP), as made effective July 14, 2000) for EDI/LSR ordering, EDI, CORBA, DataGate Pre-ordering interfaces, and Verigate. This measure also includes LEX, Provisioning Order Status, Order Status, Trouble Administration, EASE and SORD. Timely and complete documentation provided to the CLECs for requirements associated with releases will be part of this measurement.

Exclusions:

- Regulatory mandates as described in the CMP documentation
- Emergency fixes
- CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by SWBT identified by the CLEC)
- SWBT-initiated enhancements/changes to Requirements for which it requests that this Performance Measurement does not apply and CLECs agree

Business Rules:

Performance standards are set forth in the SBC CLEC Interface Change Management Procedure documentation, providing specific intervals/timeframes for issuance of change management interface release notices, for making available the associated Initial and Final Requirements and release associated documentation, and for allowing defined CLEC comment time periods and prescribed testing intervals. This measure is designed to measure the percent of compliant change management notices, Initial Requirements, and Final Requirements sent to the CLEC within the intervals/timeframes prescribed by the Change Management Procedure documentation for all OSS interfaces in SWBT (the Category 1 interfaces of EDI for ordering, DataGate, EDI and CORBA for pre-ordering; and the Category 2 interfaces of LEX, Verigate, EASE, Order Status, Provisioning Order Status and Trouble Administration.

Documentation that is not complete or not compliant with the Change Management Procedure (CMP) documentation is not considered compliant for purposes of this measure (e.g. calls for abbreviated CLEC comment time periods, fails to identify and provide the appropriate testing intervals, etc).. Any changes made without notice will be considered sent late. (Note: revisions to LSOR pages are not provided and are not required per CMP and will not be a part of this measurement)

SWBT will be measured on the Release Announcement (for Category One) and Initial Requirements based on whether CLECs were provided with the appropriate interval per the CMP. For purposes of the Final Requirements, SWBT will be measured on whether the notice provided the appropriate interval relative to the

implementation date. Notices sent to CLECs that provide corrections to Final Requirements initiated by SWBT that require coding changes by the CLECs will be considered late under this performance measurement. Requirements changes that do not necessitate CLEC coding corrections will not be counted in this measurement.

SWBT initiated changes to Final Requirements, including changing the Implementation Date, will be considered late. SWBT may invoke the exception process to add either a CLEC requested enhancement or a SWBT initiated enhancement to the release. However, if SWBT requests of CLECs in the Exception Request Accessible Letter, that this exception not be counted as late in this performance measurement, and if CLECs unanimously agree to the enhancement, then it will not be counted as late.

When the Exception process is invoked, the timelines/intervals set through that Exception agreement between SWBT and the CLECs as outlined in the CMP documentation would be included in this measurement.

In the event final documentation is submitted in one reporting period and a change to that documentation considered late falls into another reporting period, the miss will count in the current reporting period only and will not be retroactive.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
Percent of compliant change management notices providing the appropriate interval = (# of compliant change management notices providing the appropriate interval within the reporting period ÷ total # of change management notices sent during the reporting period) * 100	Reported for all CLECs.

Measurement Type:

Tier 1 – Diagnostic
Tier 2 – Diagnostic for 1st 6 months to collect data and determine appropriate means of measurement

Benchmark:

90% compliant notices sent on time
Diagnostic for Tier 1 and Tier II

124. Measurement (New Measure)

Timely resolution of significant Software Failures related with Releases

Definition:

Measures timely resolution of software errors after a Release that is having a significant impact on CLEC business activity.

Exclusions:

- Errors where a workaround is available (workaround in this sense does not include manual faxing to the LSC)

Business Rules:

Software errors identified in production within two weeks of the release with no work-arounds that have a disabling affect on CLECs ability to conduct business. Significant or disabling effect on the CLEC is defined as an inability to pass to SWBT or receive back from SWBT order activity on more than 10% of the CLEC LSRs relative to normal work volumes. This impact will be viewed on a per CLEC basis, upon notification by the CLEC to the OSS Help Desk that they are impacted. Problem resolution time will start being measured from the time the problem is reported to the help desk to the time the software fix is implemented or a workaround is in place. For Tier 1 damages, the CLEC is responsible for reporting the problem to the OSS Help Desk in order for this measure to apply to the individual CLECs and will be paid to those identified with an impact of 10% or more as outlined above.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(# Significant Software Failures resolved within 48 hours ÷ Total Significant Software Failures)*100	By CLEC

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

- 95% completed within 48 hours or 2 days. Critical z-value applies.

GENERAL BUSINESS RULES
(APPLICABLE TO ALL MEASURES EXCEPT AS SPECIFICALLY
NOTED)

A. Reporting of Exclusions
In reporting monthly data for each measurement, SWBT will report, for individual CLECs and for CLECs in the aggregate, the total number of CLEC transactions that were excluded by SWBT in reporting the results. The raw data to be available to CLECs for each measurement will include the raw data related to all excluded transactions and will include an identification of the particular exclusion category that SWBT determined to be applicable to the transaction. The exclusion should be one that is expressly provided under the business rules for the particular measurement.

B. Geographic Market Regions
All of the provisioning and maintenance measures, and certain other measures, are reported by "Market Region." In Texas, the reference to Market Region is to one of four areas into which SWBT divides all of the Texas territory where SWBT serves as the incumbent LEC – Central and West Texas, Dallas/Fort Worth, Houston, and South Texas. A map showing the definition of these four Market Regions is attached as Appendix Five.

PERFORMANCE MEASUREMENTS

Appendix One

Subsequent Due Date Indicator
Added to the service order whenever the due date is changed. Order can carry multiple codes. Company delay code overrides subscriber delay code.

Subscriber(customer) Reasons:

SA	No Access
SL	Subscriber requests later date
SO	Subscriber – Other
SP	Subscriber requests earlier date
SR	Subscriber not ready

Company (SWBT) Reasons:

CA	Assignment office
CB	Residence/Business office
CE	Back order / unavailability of equipment or supplies from vendors
CF	Lack of Facilities (outside plant or buried service wires)
CL	Work Load
CO	Other company reasons
CS	Lack of Central Office facilities
CU	Uncontrollable circumstances

PERFORMANCE MEASUREMENTS

Appendix Two

Disposition Codes
The following is a list of Excluded (13) disposition codes.

1301 Request for directories
1302 Reports received as a result of dual service
1303 Request for information revertive dialing codes – multi-party line
    (no longer applicable)
1304 CVAS Disconnect or hang up
1305 Request for information provided by another department –
    Business office, claims, etc.
1306 Request for SWBT to locate buried facilities
1307 Request to lower or raise wire
1308 Report on phone number which is properly disconnected, unassigned
    or suspended with disconnect recording on line.
1309 Report on feature customer is not being billed for
1310 Request to verify busy condition of line
1311 Report of non-SWBT plant or facilities
1313 Reports due to incorrect network administration records
1314 Request that SWBT ground be connected to electric company ground
1316 Report on service order activity prior to midnight of completion date
1317 Report on incorrect number; Regenerate report on correct number
1320 Request from Business Office
1321 Customer unable to reach business office
1322 Request from vendor for testing
1323 Changes in network structure (i.e. 10 digit dialing)
1324 Miscellaneous (Commendations, callback request for information only)
1335 Customer request service guarantee (tech gave credit)
1336 Customer request service guarantee (tech did not give credit)
1380 CNA Report Cancel by customer

PERFORMANCE MEASUREMENTS

Appendix Three

Percentage of Missed Collocation Due Dates Damages and Assessments Methodology

The following methodology will apply in calculating Tier 1 liquidated damages and Tier 2 assessments for the percentage of missed collocation due dates measurement.

Tier 1:

1. The benchmark will be 95% of Collocations completed within the due date. For example, if a CLEC has 30 collocations complete in the study month, SWBT can miss two due dates and still be in compliance. In this case no damages would apply. If, three due dates out of 30, SWBT would be out of compliance. In this case, damages would be payable on the number of collocations required to be back within the 95% benchmark.
2. Damages are calculated based on the number of days that SWBT misses the due date using the per occurrence values in the MOU, multiplied by the number of days from completion to due date.
3. In order to determine which collocations to use in the damage calculation, the missed collocation due dates will be ranked based on the number of days missed from highest to lowest. SWBT will pay damages on the highest number of days missed until the number of collocations missed is within the benchmark. For example, in the example above, if the three misses had missed days of 20, 10 and three, SWBT would pay damages on 20 missed days.
4. The collocation measurement will be used in the determination of the "K" number of allowances. In addition, it may also be excluded as defined in the MOU in the order of progression also contained there. The number of underlying data points used for the purposes of determining the order of exclusion will be the total days late for collocation projects.
5. All collocation completions in a month will be considered for the calculation of liquidated damages.
6. The critical Z-value will not be subtracted from the benchmark to determine compliance.

Tier 2:

1. Assessments will be applicable, as described in the MOU, when the measurement has been out of compliance for three consecutive months for the aggregate of all CLEC collocations.
2. Compliance will be defined as described in the Tier 1 damages above.
3. If assessments are applicable, the rolling three month average for days missed will be used to calculate the total assessments payable to the Texas State Treasury.

PERFORMANCE MEASUREMENTS

Appendix Four

Jeopardy Codes and Reasons

Jeopardies Previously Referred to as Rejects

1P	Verify address or provide nearby TN
1P	Account already converted - send cancel
1P	Invalid CFA
1P	Invalid feature detail
1P	Invalid TN
1P	Invalid due date
1P	Duplicate LSR
1P	Account not eligible for conversion
1P	Invalid feature
1P	EU name and TN do not match
1P	Provide driving instructions
1P	Duplicate circuit ID
1P	Busy cable ID and channel pair

Facility

1A	Inter Office Facility Shortage
1D	No Loop Available
1P	There are No Facilities
1P	No Trunks Available
1Q	Assignment Problem
1Y	No Central Office Equipment Available

SWBT Other

1B	Scheduling / Workload
1F	NSP Missed Appointment
1L	Frame Due Time Can Not Be Met
1N	DD and Frame Due Time Can Not Be Met

CLEC / EU (Excluded)

1C	Customer (LSP) Not Ready
1E	End User Not Ready
1G	No Access to End User Prem
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1M	Requested DD is Less Than Published Interval

1P	No Access is Provided
1P	The Premises are Not Ready
1P	Please Send SUPP to Cancel PON
1P	Notification of New Due Date
1P	Field Visit Determined Address Invalid
1P	No Rep To Prev Jeop-PON Canceled
1P	There Is No Access
1P	Need to Obtain Right of Way
1R	Customer Could Not Be Reached At The Reach Number
1S	Building Not Ready, Customer Will Advise
1T	Pole at Trailer Site is Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible